

Mental Health Redesign and Implementation Task Force

Milwaukee County Mental Health Complex – Day Hospital Cafeteria

Wednesday, June 5, 2013

Representatives: Barbara Beckert (Disability Rights Wisconsin); Serge Blasberg (Quality AT); Beth Burazin (Person-Centered Care AT); Pete Carlson* (Aurora Behavioral Health); Peg DuBord (Continuum of Care AT & TLS Behavioral Health); Kristina Finnel (Community Linkages AT); Pam Fleider (MC3); Rachel Forman (Grand Avenue Club); Susan Gadacz* (BHD); Peter Hoeffel (Person-Centered Care AT); Henry Kunath (Quality AT); Rochelle Landingham (Cultural Intelligence AT); Cheryl Lofton (Wisconsin DHS); Jim Mathy (Housing Division); Mary Neubauer (Continuum of Care AT); Tom Nowak (Midwest Community Services); Brenda Wesley (NAMI Greater Milwaukee); Peggy Romo West (Milw. Co. Board of Supervisors); Nathan Zeiger (MC3)

Staff/Guests: Supervisor David Bowen; Mike Davis; Gino Gaglianella; Shawn Green; Rob Henken; John Hyatt; Bernestine Jeffers; David Johnson; Amy Lorenz; Angie Moran; Kayla Parker; Jena Scherer; Tonya Simpson; Supervisor Russell Stamper; Chyra Trost; Jennifer Wittwer

Consultants: Jan Wilberg, Ph.D.

Introductions / Approval of May 8 meeting minutes

The meeting was called to order, and the minutes of the May 8 meeting were approved.

IMPACT 2-1-1 and System Mapping ([Presentation](#))

Mike Davis (President/CEO) and John Hyatt (VP) of IMPACT, Inc., presented on IMPACT 2-1-1.

Assessing the Financial Outlook of the Behavioral Health Division ([Report](#) / [Presentation](#))

Rob Henken (President) of the Public Policy Forum presented an assessment of BHD finances and possibilities for improvement. Responding to the presentation, Task Force members raised or reiterated issues that included the expenses of interdepartmental cross-charges, failure to maximize Medicaid revenue, and the importance of focusing on quality and person-centered care.

Action Team Updates on SMART Goals Progress

Continuum of Care Action Team:

Ms. Neubauer and Ms. DuBord reported that the Continuum of Care AT has been designated as the planning workgroup for Community Recovery Services (CRS), and they requested that stakeholders show strong support for CRS implementation (Goals 5 and 9) when it is considered for approval by the Board of Supervisors this month, beginning with the Health and Human Needs Committee on June 12.

Regarding Goal 8, Milwaukee County and the Milwaukee Police Department established the MPD Mobile Crisis Team, for which a contracted MPD officer began orientation at BHD on June 3. The plan is to have that team serve as first responders to calls for individuals who may need involuntary treatment, beginning in July. BHD Crisis Services also met with MPD on May 23 to request a

* Redesign Task Force Co-Chair

renewed and increased involvement in CIT trainings. Also within BHD Crisis Services, there are now crisis plans on file for 350 individuals, an increase of 157% over 2012.

On Goal 11, there is a workgroup to focus on disability benefits advocacy that will meet on June 20.

Community Linkages Action Team:

On Goal 12, Ms. Finnel reported that four agencies have received consultation from David Lynde on implementation of IPS Supported Employment: Southside Community Support Program (CSP), Easter Seals, Milwaukee Mental Health Associates (CSP), and St. Charles Youth and Family Services, a Recovery Support Coordination agency.

On Goal 13, Mr. Mathy reported that Pathways To Permanent Housing officially opened on June 3. The Housing Division is also in the process of proposing a new scattered site permanent housing program for 2014. These units will be seen as an alternative to CBRF placements as well as the project-based permanent supportive housing developments. The Housing Division has published the application for Housing For Healthy Initiatives. The deadline to respond for agencies is June 24, and funds will be committed in July. These funds can be used for acquisition and/or rehabilitation of housing units for individuals aging out of the foster care system and participating through Wraparound's O-YEAH program.

Quality Action Team:

The System Map and Dashboard Workgroups will receive deliverables from the TriWest Group (Zia Partners subcontractor) in June that will thereafter be adapted and improved for use by the Task Force and community partners. Mr. Hyatt (IMPACT, Inc.) co-chairs the System Map Workgroup.

Person-Centered Care Action Team:

Through several meetings, a Goal 1 workgroup has reviewed the MHSIP and other widely used survey tools, discussed strengths and weaknesses of the MHSIP, and consulted with Zia Partners about future satisfaction survey plans. The workgroup achieved consensus that the MHSIP survey should remain in use so as not to lose the historical comparative data, but some questions on the survey may be replaced to address key areas that are currently missing. The workgroup will receive guidance from SAMHSA through an initiative called BRSS TACS, or Bringing Recovery Supports to Scale – Technical Assistance Center Strategy. Ms. Burazin also reported that Kathleen Pritchard (President/CEO, Planning Council for Health and Human Services) has volunteered time to help.

Workforce Action Team: A briefing from the Nursing's Voice project on survey results related to mental health nursing and the attitudes and interests of nursing students was postponed from June and is expected to take place in July. The Workforce AT will reconvene at the time of that briefing.

Cultural Intelligence Action Team: After being established at the May 8 Task Force meeting, the Cultural Intelligence Action Team is holding its first meeting on June 11.

Proposal for One-Day Working Forum (Tabled from May 8)

Ms. Burazin and Mr. Hoeffel reported that they will meet with Supervisors Romo West and Stamper in the coming weeks to discuss possibilities for planning a one-day working forum, as presented at the May 8 meeting. Ms. Jeffers and Ms. Lofton have expressed interest in helping, and Mr. Carlson and Ms. Gadacz invited Ms. Burazin and Mr. Hoeffel to the monthly agenda-setting meeting when the matter is ready for further Task Force discussion or action in the future.

Open public comment

Ms. Neubauer reported that Columbia St. Mary's would be closing its inpatient mental health services within six months. Mr. Carlson added that eighteen beds would be closed in Milwaukee and six beds opened at St. Mary's Ozaukee. Ms. Neubauer noted the complexity of the change, including the transportation and visitation challenges it may present to consumers and their families.

Supervisor Romo West and Supervisor Stamper introduced Supervisor David Bowen, their colleague on the Health and Human Needs Committee – which is involved with many issues related to redesign – was recently restructured to include Supervisors John Weishan and Jim “Luigi” Schmitt in place of former Supervisors Sanfelippo and Harris. Supervisor Stamper is now Vice Chair of the Committee.

Meeting closure

The next Redesign Task Force meeting will take place on July 10. The regular schedule (i.e., first Wednesday of the month) will resume with the August 7 meeting.